



American College of Psychiatry Awards Steve Marder, M.D.

Congratulations to Dr. Stephen R. Marder who is the recipient of The Stanley Dean Award for Research in Schizophrenia. The American College of Psychiatrists proposes this highly prestigious award to honor an individual or group who has made major contributions to the understanding and treatment of schizophrenia. Dr. Marder was chosen from among those scholars and scientific investigators who have demonstrated excellence in research and devotion to assisting people suffering from schizophrenia. Dr. Marder's research has focused on the drug treatment of schizophrenia and the pharmacology of antipsychotic drugs. He has authored or co-authored more than 200 journal articles and chapters based his on research.

After nearly 30 years of successful practice and vigorous dedication, Dr. Marder will be recognized for his contribution to the ongoing research in schizophrenia. The award will be presented to him at a special luncheon during the Annual ACP Meeting, which will be held February 26 to March 2, 2003 at the Fairmont Hotel Vancouver, Vancouver, Canada.

National Salute to Hospitalized Veterans

by Beverly J. Fitzgerald
Director, Public and Congressional Affairs

February 11 - 17, 2003



GLA's Leadership team along with volunteers, staff, students

The annual **VA National Salute** program began in 1978 when VA took over sponsorship of a program started in 1974 by No Greater Love, Inc., a humanitarian organization. VA Voluntary Service staff plan and execute local programs and activities throughout the country. The traditional observance during the week of Valentine's Day is appropriate because the sentiments of caring and sharing match the Salute's purpose of honoring and appreciating hospitalized veterans.

At GLA we are proud to be at the forefront in caring for veterans. While treating more veterans, we're also meeting our goals of excellence in patient care, safety, and satisfaction. GLA has made **quality in care** our number one priority. Our veterans deserve no less.

This year the National Chairman is Gerald McRaney, stage and

television actor, who visited GLA's hospitalized veterans at the Sepulveda Nursing Home on February 14th. Mr. Dorman joined Mr. McRaney as they passed out carnations and visited with patients. Mr. McRaney serves as the national spokesperson for VA Voluntary Service.

GLA's Leadership team along with volunteers, staff, students and special guest, participated in the day's festivities. The Laker Girls and Playboy Playmates delivered flowers and valentines to our patients. National Salute offers communities an opportunity to share their time and Valentine wishes with the veterans we serve. In many ways, the quality and level of care we provide our veterans is linked to community support. Our volunteers are a fine example of the community at work to better serve America's veterans.

Message from the Acting Director



EEO Review

With the leadership changes that occurred this past year, our leadership team wanted to take the opportunity to conduct an independent, focused review of our EEO program. Recently, we invited a team to participate in an onsite EEO program review at the Greater Los Angeles Healthcare System

(GLA) lead by Mr. Orlando Dunson, who has an extensive background in labor relations and understanding of EEO issues. This analysis included current EEO plans, EEO office structure, past performance and recommendations for the future direction of our EEO program. Be sure to watch for the results of the team's finding very soon on our GLA web site.

FY03 strategic planning goals

In early February, leadership spent a day and a half identifying their objectives for meeting our FY03 strategic planning goals. Ten areas of focus were identified with

specific methods and timelines to achieve success. We will also provide regular updates on our progress to meet our GLA goals.

Grand Reopening - Sepulveda Gym

The Therapeutic Fitness Center located in building 23 at Sepulveda was rededicated in grand style on February 14 after undergoing extensive seismic repairs over many months.

K. W. Kaiser - Malcolm Baldrige Quality Award

VISN 22 submitted an application for the K. W. Kaiser, also known as the Malcolm Baldrige, Quality Award. Applications for this award are evaluated by an independent board of examiners, composed primarily of private-sector experts in quality management and business. Examiners look for achievements and improvements in seven categories. Teams of examiners verify information in the application and clarify questions that come up during the review. Organizations that pass the initial screening are then selected for a site visit, and VISN 22's application has been selected! The Sepulveda campus will have a site visit the week of March 4th.

New Management Newly Appointed Positions at GLA



Acting Chief Nutrition and Food Services

Congratulations to **Deborah L. Lasker, R.D.** who has been appointed Acting Chief of Nutrition and Food Services. Ms. Lasker started her VA career as the Dietetic

Internship Director in 1989. In 1995 she moved into management as the Assistant Chief, Nutrition and Food Services. With a B.S. and M.S. in Nutrition from California State University, Northridge she has been involved with dietetic education and directing dietetic interns throughout her career. Prior to joining the VA team she was the Internship Director/Education Coordinator at Northridge Hospital Medical Center and the Clinical Dietitian at the Memorial Hospital of Glendale.



Chief Pharmacy Services

Congratulations to **Dr. Jeffery F. B. Sayers** who has been selected as the Chief of Pharmacy Services. Dr. Sayers is licensed by both the states of California and Nevada and is a graduate of USC School of Pharmacy. He began his

VA career at the Sepulveda VA in 1981 where he held many positions until 1994. He then moved to GLA and has worked as the Program Manager of the Pharmacy Benefits Management Section. Recently, he has been working as the Acting Chief of Pharmacy. Dr. Sayers has had several research papers published in professional journals. He has participated in lectures and continuing education presentations. Please welcome Dr. Sayers to our Clinical Support Services Administrative Staff.

Grand Re-Opening Sepulveda Fitness Center

The reopening ceremony for the Sepulveda Therapeutic Fitness Center was held on Friday February 14, 2003. The newly renovated therapeutic fitness center will provide patients with physical rehabilitation therapy. However, the center will not be used for treatment alone. It will promote and provide all veterans with the means to live an active and healthy lifestyle.

The fitness center was one of the many buildings that suffered severe structural damage at the Sepulveda Campus during the January 1994 Northridge earthquake. After an amazing six-month reconstruction period, which began in early July of 2002, the therapeutic fitness center was ready to open its doors to all veterans. A remarkable achievement considering the expected completion time was estimated to be one year.



From Left to Right: Daily News Reporter, Dennis McCarthy; Congressman, 28th District, Howard Berman; Acting Director Charles M. Dorman, FACHE; Don Starler, Veterans Advisory Board Member.

Acting Director, Charles M. Dorman, addressed the opening remarks as the Master of Ceremonies at the commencement of the program. Following the introduction, Mr. Dorman invited Howard Berman, Congressman, 28th District and other individuals to give brief remarks. After Congressman Berman's remarks, he and Mr. Dorman cut the ceremonial ribbon that marked the reopening of the facilities.

The Therapeutic Fitness Center's doors are now wide open to all veterans who wish to keep fit, both physically as well as spiritually, in retrospect of Congressman Berman word's, "It's more than just a gym, it's a place where camaraderie and healing thrive."

Photo - David Hong

Dr. Charles M. Haskell Retires with 33 Years



Charles M. Haskell, M.D., F.A.C.P. has directed GLA's Office of Ethics and Integrity (OEI) since its creation in September 1999. Dr. Haskell began his VA service in 1971 as a staff physician at the Sepulveda VA Medical Center. He came to the West Los Angeles campus in 1978 as Chief of Hematology-Oncology

and Director of the Cancer Center. He continued as Cancer Center Director until 1999, when he was named Director Emeritus. He served as Associate Chief of Medicine between 1995 and 1998 and as Director of Acute and Consultative Care between January and August of 1999.

First Annual Community Stakeholders Meeting

by Beverly J. Fitzgerald
Director, Public and Congressional Affairs

Acting Director, Mr. Charles M. Dorman held his first annual community stakeholders meeting on Sunday, February 2nd at the newly opened Napa Valley Grille in the heart of Westwood. The purpose of the meeting was to bring the community, service organizations, and key leadership from the healthcare system together for an overview of GLA and learn about future plans for the healthcare system.

Councilwoman Cindy Miscikowski, representative from the 11th District and Lisa Pinto, District Director for Congressman Henry Waxman, were among the many attendees who joined Mr. Dorman in what proved to be a very successful meeting.

Napa Valley Grille donated the facility and the vineyard brunch.

Page 3

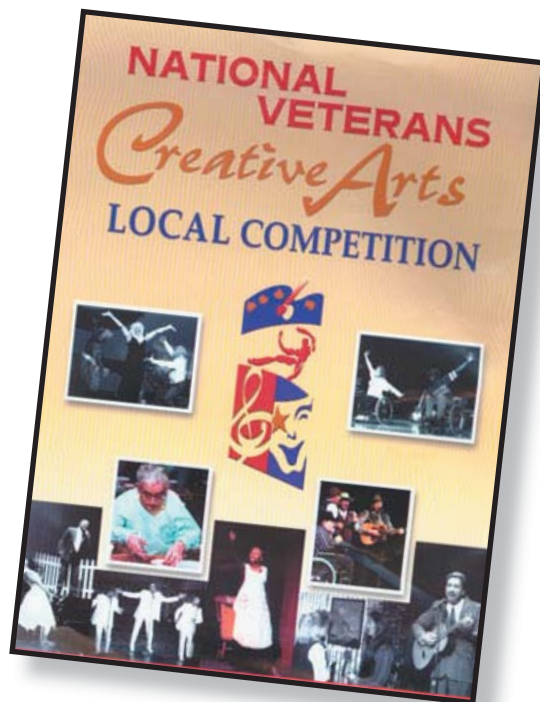
National Creative Arts

During the month of March 2003 the Local Veterans **Creative Arts Festival** will be held at the Greater Los Angeles Healthcare System. The festival features talents of veterans in art, music, dance, and drama. Exhibits will be held at the WLA James W. Wadsworth Building 500 multi-purpose room 1281 on March 10th and at the Sepulveda Campus, Building 200, 2nd floor from March 17 through 21.

The **Talent Show** is the highlight of the event appearing at WLA's Multi-Purpose Room 1281, March 10th at 1:00pm. The Sepulveda **Talent Show** will be held at the Recreation Hall, Building 22 on March 18th at 1:00pm.

Categories in Art, Music, Dance and Drama will be entered in the National Veterans Creative Arts Festival hosted by Oklahoma City VA Medical Center the week of October 6-13, 2003. The program continues to offer veterans the opportunity to express and gain recognition for their creative talents and skills. A rewarding process and life enhancing opportunity.

Over 3000 veterans from 101 VA facilities nationwide participated in the 2002 National Veterans Creative



Arts Program. The program continues to offer veterans the opportunity to express themselves through the arts and gain recognition for their creative talents and skills. The National Veterans Creative Arts Festival is a rewarding process and life enhancing opportunity.

For further information regarding this weeklong activity contact **Katherine Tolbert (WLA campus) at (310) 478 3711 ext. 43835**
Patrick Gregorio (SAAC campus) at (818) 891 7711 ext. 9973 for Fine Arts and Performing Arts information

Women's Resource Center Grand Re-Opening of the Dr. Rosalie Jackson Women's Resource Center

by Patrica Jackson and Tina Baker
Patient Representative Glen League of Women in Service, GLOWS

The Grand Reopening and Dedication Ceremony of the Dr. Rosalie Jackson Women's Resource Center will be held on Saturday, March 29th, 2003 from 1:00 pm to 3:00 pm. The event will take place in Building 258; Room 213. All women veterans are invited to attend. Refreshments will be served and information about available services will be shared.

Currently, the resource center is open Monday and Wednesday from 10:00 am to 2:00 pm. Glen League of Women in Service (GLOWS) volunteers provide counseling on résumé writing and job searches as well as wardrobe assistance. The resource center is open to all women veterans throughout Greater Los Angeles. Please RSVP if you plan to attend: (310) 268-3711, Ext. 44927.

Team Up/Shadowing Program With the Acting Associate Director of Administration and Support!

The need to develop and mentor interested and motivated individuals at GLA has been recognized through our increased priority on internal relations. You are encouraged to apply for this unique program intended to provide employees with the opportunity to gain insight, observe interactions, participate in the daily operations and learn more about the roles and responsibilities of the Executive Office.

The Team Up/Shadowing program will arrange for you to "shadow" John Fitzgerald, Acting Associate Director for Administration



and Support for two days, to learn more about leadership job activities, attend committee meetings, complete some work assignments, and practice skills that are designed to give you a better understanding of the inner workings of the executive office. Additionally, it is our hope that the experience will prepare you for future career opportunities or help you meet personal goals.

This program is open to employees in all Wage Grade Series positions and GS Series below the GS-11. Two employees will be selected each Quarter, one from the Wage Grade Series and one from the GS Grade Series.

Virtual Fair Winners

by Billy G. Hamilton
Public and Congressional Affairs

In December the Public Affairs Office was charged with implementation and roll-out of the new Network-wide Mission, Vision, and Values Statement. GLA went on line with a contest for all employees to share their thoughts on how they apply the mission, vision and values statement as they relate to their job. The contest ran from January 27 through 31, 2003, with great success. The top five winners were recognized during last month's town hall meeting at the Los Angeles Ambulatory Care Center. Prizes were delivered to each winner. Thanks to all employees who participated.



Rafael B Mariano

Jenice Guzman

Babette Wieland

Guadalupe Sanchez

Sheila Dolores Jones

December Employees of the Month



Linda Low

by Randolph Jones

Linda Low Five months ago Linda Low transferred from the Santa Barbara CBOC to the San Luis Obispo CBOC. In the short period of time she has been at San Luis Obispo as a Patient Service Assistant she has established herself as an invaluable asset by providing innovative ideas to improve customer service. She has developed appointment letters for the veterans, established an emergency response list, proven herself as a trouble-shooter for computer problems and crafted "Thank You" gift baskets for the volunteers. All of these accomplishments are outside her job description and, as in the baskets, at her own expense. She volunteers to fill in when needed, works weekends if necessary and has even taken work home. Linda shows the true spirit of service and is always going above and beyond the call of duty. She does this willingly and always with a smile.



Rosie Dominguez

by Sheila Brown

Rosie Dominguez has been a social worker for the VA for 11 years. She is assigned to the Day Treatment programs at both the LAACC and the ELA clinics. She works with over a hundred veterans, as well as their families. As a bilingual social worker, Ms. Dominguez, is frequently contacted by other social workers and staff for assistance with interpretation.

Ms. Dominguez is also an HIV counselor. She also works with veterans preparing them for nationwide VA events such as the Golden Age Games, by ensuring that each patient is safe, comfortable, and receives adequate care. In addition to her current duty assignment, she is a field instructor, training graduate level social work interns.

Ms. Dominguez has been in the frontlines providing direct patient care to veterans and their families. She is an outstanding social worker. She works well with patients, families, staff and the community. Thank you Rosie Dominguez for being a team player.



Roger Gordon

by Randolph Jones

Roger Gordon is a valuable member, of the GLA team, who is ready to lend a helping hand to anyone who calls for it. Mr. Gordon is one of the GLA Call Center's 15 Telephone Operators. When issues arise, he is quick to handle them, professionally and with a smile. Roger takes his time in talking to veterans, answering their questions, and most importantly, listening compassionately because at times they become frustrated and lost in the system. Many of the callers are veterans who have a tough time using the telephone system or navigating through the telephone menus. In addition, he also spends a great deal of time investigating and solving work-related concerns, taking on a lead initiative. He consistently updates the call center's telephone list, and ensures that all the new operators have proper training. Because of his dedication and valuable experience to the center and the veterans, Roger, according to his supervisor, is "considered a hero to the veterans and the staff at GLA."

January Employees of the Month



Marchell Garner

by Randolph Jones

Marchell Garner is a well-rounded and enthusiastic key player at GLA. As a Program Assistant for the Nursing Research & Education Department, Marchell provides excellent customer service. The support she presents to the nursing staff is important to the development of their ongoing research and training. She has assisted in the organization of various projects such as the Annual Nursing Research Council, attended by 90 registrants, and a two-day weekend course with the Employee Education Service and the Brentwood Biomedical Research Institute. Since September, she has directed the Video Tele-conference (V-TEL) system link for the Nursing Research Journal Club, allowing greater participation and saving the medical center 36 hours of faculty commute time. She has organized and directed the administrative support for the Nursing Research Council as well as assisting Dr. Janice Roper with the organization, coordination, and supervision of the Nursing Education Department. She has helped the faculty and the nurses in these programs prepare their posters, power point, and podium presentations.

Marchell's excellent computer skills aided in the nursing research programs by preparing analysis & summary charts, arranging statistical information, data and updating a computerized database for all nursing staff. She also instructs research assistants and students in data entry, and aides anyone with computer related issues. Marchell is an essential member of the GLA team. Her dedication and effort set a new standard for excellence.



Leon Collins

by Randolph Jones

Leon Collins performs his tasks efficiently, accurately and continually provides excellent customer service. He is a Medical Clerk on 4-West, responsible for reception and scheduling for 12 medical specialties. For the past year, along with his other duties, he worked with Quality Management to reduce scheduling times for the Ophthalmology and Optometry Clinics at West L.A. and Santa Barbara. With newly designed clinic grids, scheduling guidelines and ensuring DHCP entries accurately reflect the patient's clinical needs, he was able to reschedule veterans into earlier appointments and reduce excessive wait times. Mr. Collins applied the same process and improvements to some of the specialties at 4-West. His contributions to the improvements have allowed for smoother operations and greater veteran access to providers. Mr. Collins' dependability and attention to detail makes him an important part of the Ambulatory Care team throughout GLA.



Tollie Mackey

by Sheila Brown

Tollie Mackey consistently demonstrates the core values of the VA: trust, respect, excellence, commitment, and compassion. As a Critical Care Unit clerk, she successfully improves efficiency in preparing charts and admission packages for prompt, proper patient admittance. She is a dependable, hardworking, knowledgeable and resourceful individual who is held in high regards by the many nurses, doctors and staff who have the pleasure of working with her. Ms. Mackey's effort is deeply valued and truly missed on days when she is not scheduled. Her ability to succeed during stressful periods in the unit allows for the smooth running of the daily execution of duties. Ms. Mackey manages to know exactly what to do without any outside encouragement. She takes on the initial responsibility and always seems to be two steps ahead of the game.

Ms. Mackey has the ability to lift the spirits of employees as well as patients and their families during challenging times. She is kindhearted and caring, always with the patient's well being in mind. Their care in our unit and hospital is greatly improved by the excellence and hardworking strength that Ms. Mackey gives.

FEBRUARY

African American Black History Month

On February 11, 2003 GLA celebrated African American History Month. Acting Director Mr. Charles M. Dorman, FACHE, opened the ceremony with a speech on African American contributions at GLA and the world in which we live. Mr. Charles Lemle, GLA's African American Special Emphasis Co-Manager, introduced this year's keynote speaker Mr. David Crippins, Executive Director, California African American Museum. Mr. Crippins gave an inspiring speech on this year's theme "The Soul of Black Folks." The speech was an account of what African Americans have achieved and how to prepare for this millennium.

National Nutrition Month

Are You In the Mood for Some Dynamite Food?

National Nutrition Month is here again! Experience nutritious and delicious "Dynamite Foods" on March 4, 5 and 6 brought to you by Nutrition and Food Service. Enjoy free samples of functional foods, get some helpful tips on how to adopt a healthier diet, participate in body fat testing, food demonstrations and a variety of other dynamite activities. You can also enter the Dynamite Foods raffle and win some great prizes. Come visit the Dynamite Foods booth on the following dates at the VA location nearest to you!

Tuesday, March 4

11:00a.m.-1:30p.m.	Sepulveda Outpatient Center- Bldg. 200
11:00-12:00	Sepulveda Nursing Home
11:00-1:30	Downtown LA Outpatient Center

Wednesday, March 5

11:00-2:00	West LA Hospital- Bldg. 500, cafeteria area
2:30-3:30	West LA Nursing Home- Bldg. 215

Thursday, March 6

11:00-2:00	Long Beach Hospital- Bldg. 125, 2 nd floor
1:00- 2:00	Long Beach Nursing Home Care Unit

NETWORK 22 Goal Sharing Awards Program

<http://10.181.1.44/groupawards/goalsharing/goalsharing.cfm>

**Contact: Marianne Davis Rm. 6429A,
Bldg. 500 (310) 268-3534 FAX: (310) 268-3494**

Retirements January & February

Allen Bershin	Bienvedido C. Abrillo
Charles M. Haskell	Marjorie J. Bernstein
Khai M. Truong	Larrue C. Marshall
Curtis L. Popps	Wilson Nash Jr.
Francisco P. Taroc	Aurora Welch
Kathleen R. Francuch	Edward F. Lovette

GLA Today

See GLA Today Online at
<http://10.181.1.150/xBertio/pacanews.cfm>
See Network 22 Internet Site at
<http://www.visn22.med.va.gov>

Managing Editor	Art
Beverly Fitzgerald	Steve McKnight

Editorial Assistant - Danny Mercado

Photography - Paula Berger, Ed Bishop, David Hong,
Bill Hamilton

Reproduction Center - Ruben Manzano

CALL FOR ARTICLES

Do you have a newsworthy story to share with GLA employees? Please phone, e-mail / exchange, or fax your information to us by the required deadline of the 1st of every month, to appear in the following issue.

Phone: (310) 268-3340 Fax: (310) 268-4264
E-mail: beverly.fitzgerald@med.va.gov

Office of Public Affairs VA Greater Los Angeles Healthcare System
11301 Wilshire Boulevard, RM 1614 Los Angeles, CA 90073
(310) 268-3340 FAX (310) 268-4264

VA Today Online http://vawww.docushare.visn22.med.va.gov/dscgi/ds.py/Get/File-9449/va_today-dec.pdf

See VA Today - a monthly electronic newsletter to update employees on important issues and events both nationally and throughout the Network.